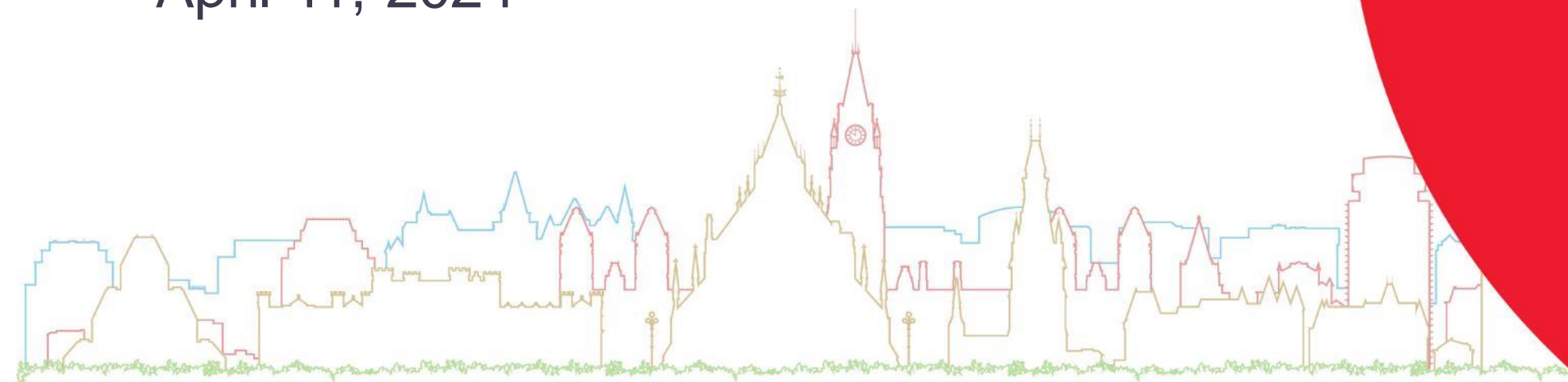




# OC Transpo Update

## Para Transpo, Rail and Bus

Transit Commission  
April 11, 2024



# GM updates








## Performance indicators

**Your future journey**

# Health and Safety (February 29, 2024)

Employee Injuries					Customer Injury Rate				
SMS Target: ≤ 7.57 per 200K hrs					SMS Target: ≤ 1.036 per 1M trips				
2021	2022	2023	2024		2020	2021	2022	2023	2024
717	740	826	140		0.81	1.80	1.27	1.06	1.08
(7.02) (7.48) (6.46) → per 200K hrs					(Per 1 million trips)				

## Employee Injuries + Customer Injury Rate

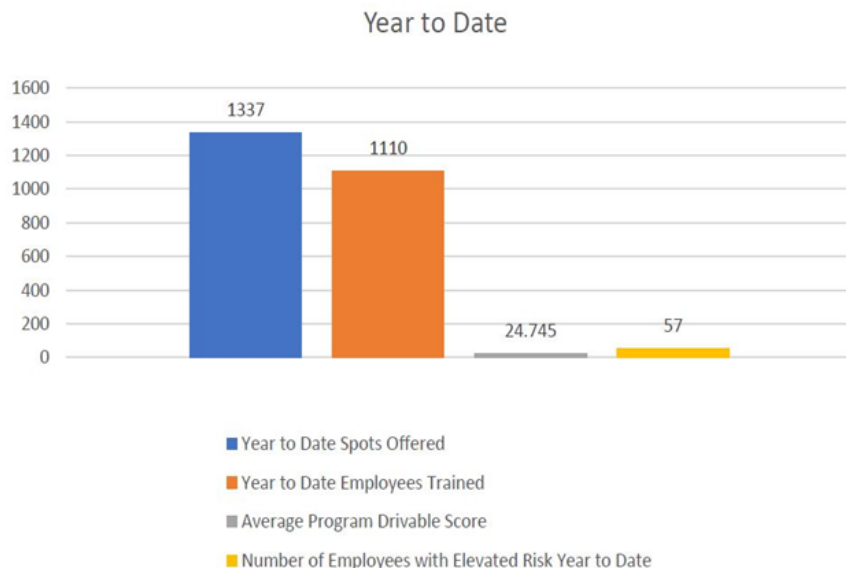
- 50 new injuries reported by employees (top three types: slips/trips, stressful event, struck/caught)
- Customers injuries were 1.08 per million trips with main reasons: disembark/embark, hard brake events, bus in motion

Vehicle Collision Rate		2020	2021	2022	2023	2024
(Collisions per 100,000 kms)						
SMS Target: ≤ 1.273		1.38	1.40	1.87	2.45	2.54
≤ 0.69 Preventable		0.80	0.75	0.95	1.10	1.12

## Vehicle Collision Rate

- The *preventable* rate is 1.12 collisions/100,000 kms and this is slightly higher than the result for 2023
- We have seen a decrease in the number of *red-light infractions* – 5 in total for January & February as compared to 7 for same months in 2023
- Introduced one-day refresher training (June 19, 2023) for all OC Transpo employees required to operate vehicles
- Since that time, 1,110 drivers were trained, with 57 identified as needing additional skills building.

## 1-Day Refresher Training



# Security – customer survey results

OC Transpo uses a variety of survey tools to learn our customer's preferences and improve service based on feedback. Each month surveys appx. 1,000 Ottawa residents (including people who do or do not ride OC Transpo) and is representative of the overall Ottawa population.



\*Nearly half of survey respondents say they sometimes ride OC Transpo

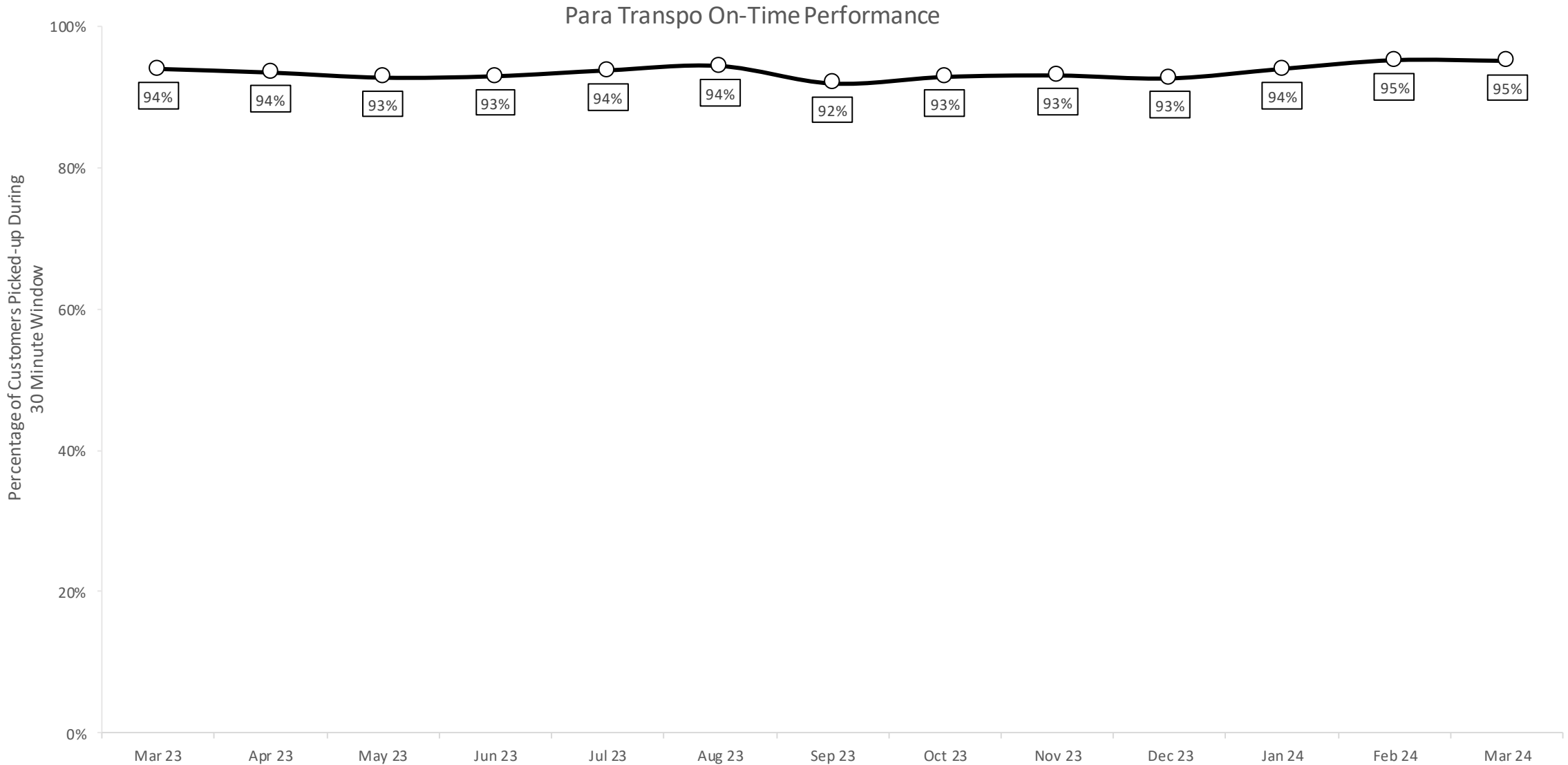
# Satisfaction – customer survey results

OC Transpo uses a variety of survey tools to learn our customer's preferences and improve service based on feedback. Each month surveys appx. 1,000 Ottawa residents (including people who do or do not ride OC Transpo) and is representative of the overall Ottawa population.



\*Nearly half of survey respondents say they sometimes ride OC Transpo

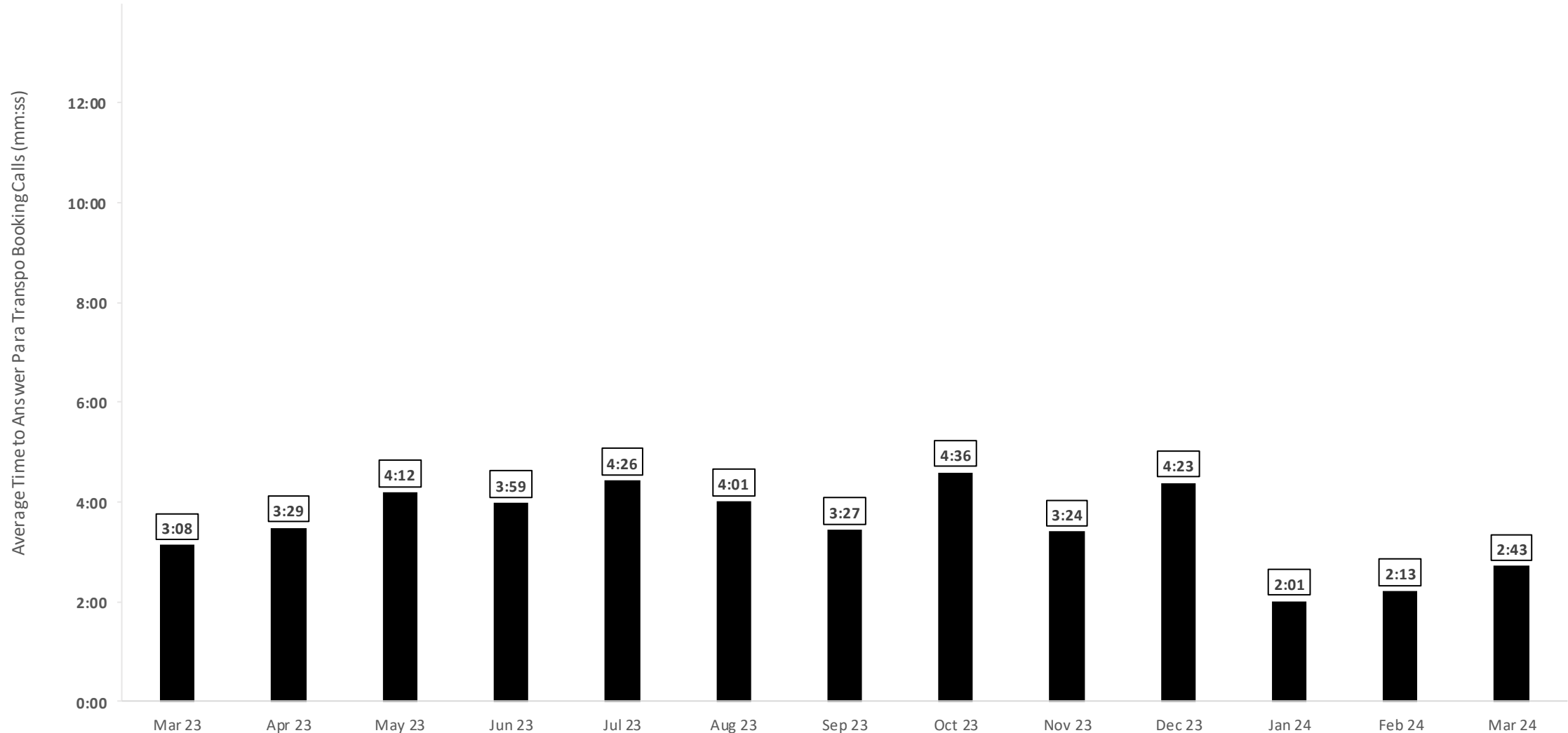
# Para Transpo on-time performance





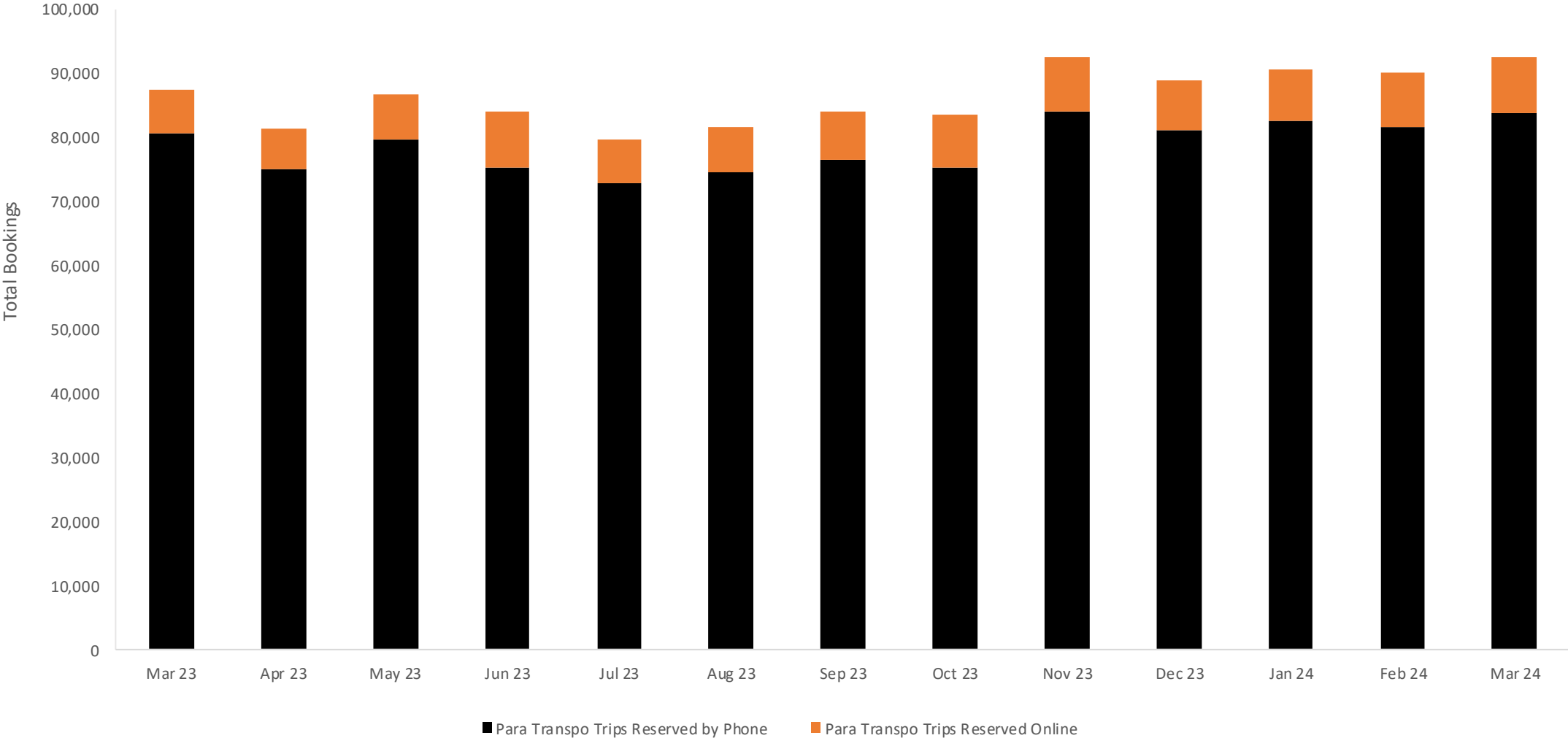
# Para Transpo telephone booking line response times

Average Time To Answer Para Transpo Booking Calls



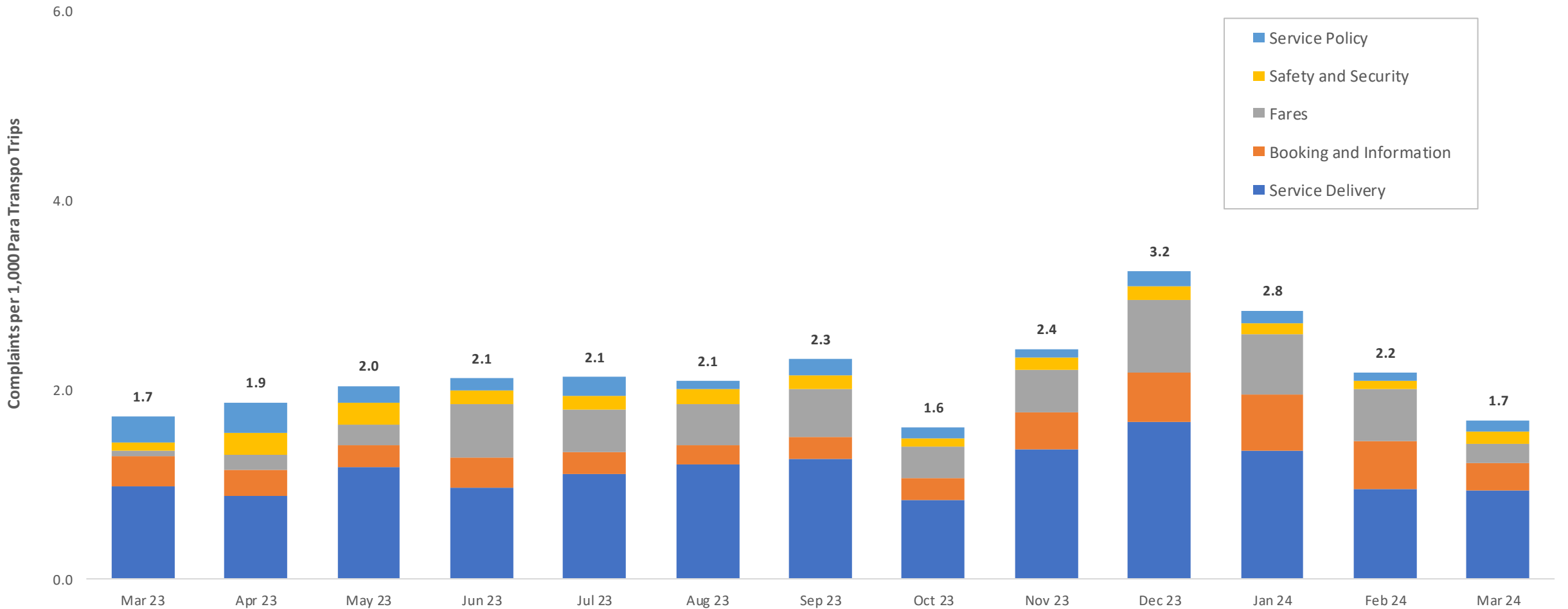
# Para Transpo bookings by phone and online

Para Transpo Bookings by Mode of Booking



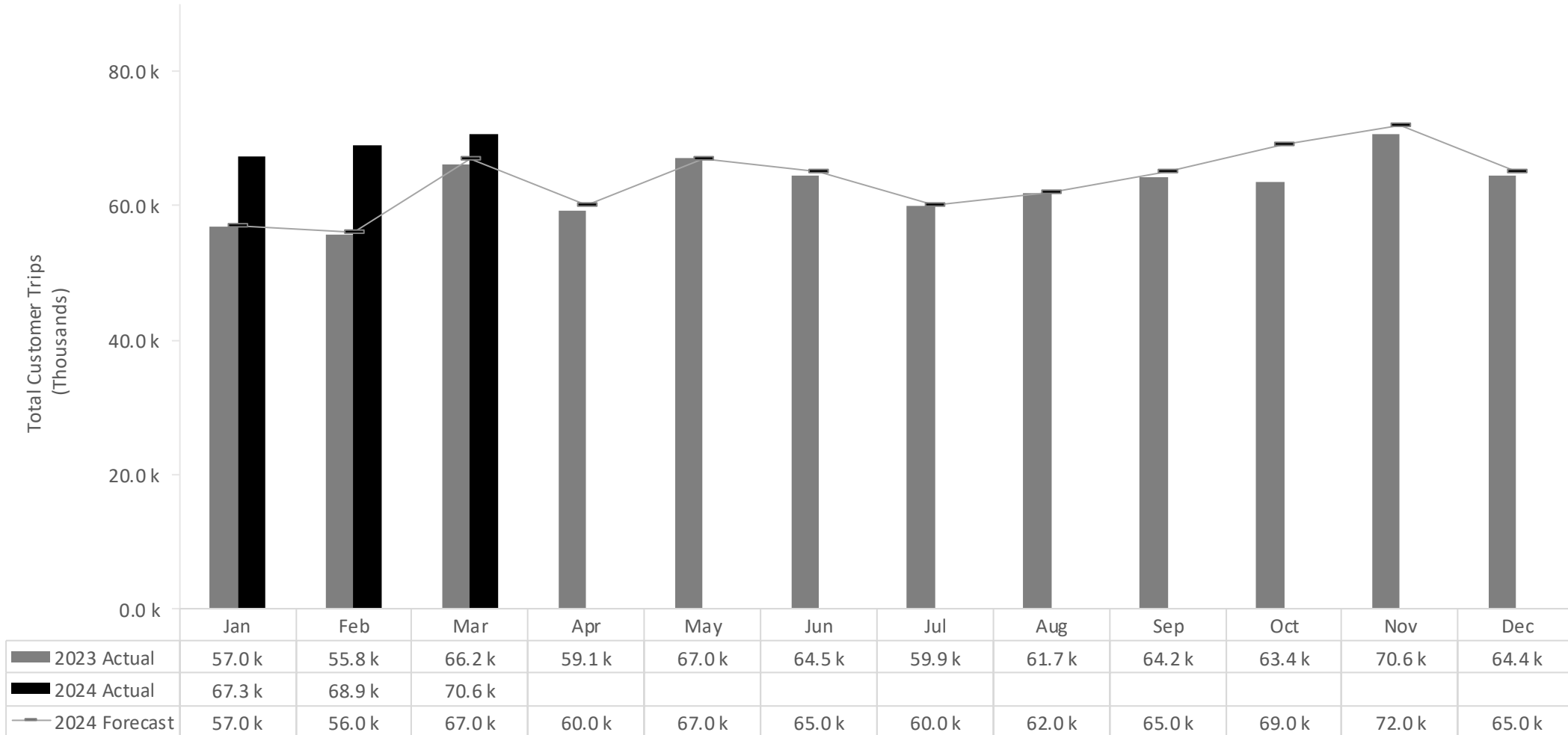
# Para Transpo complaints by month and category

Para Transpo Rate of Complaints by Category



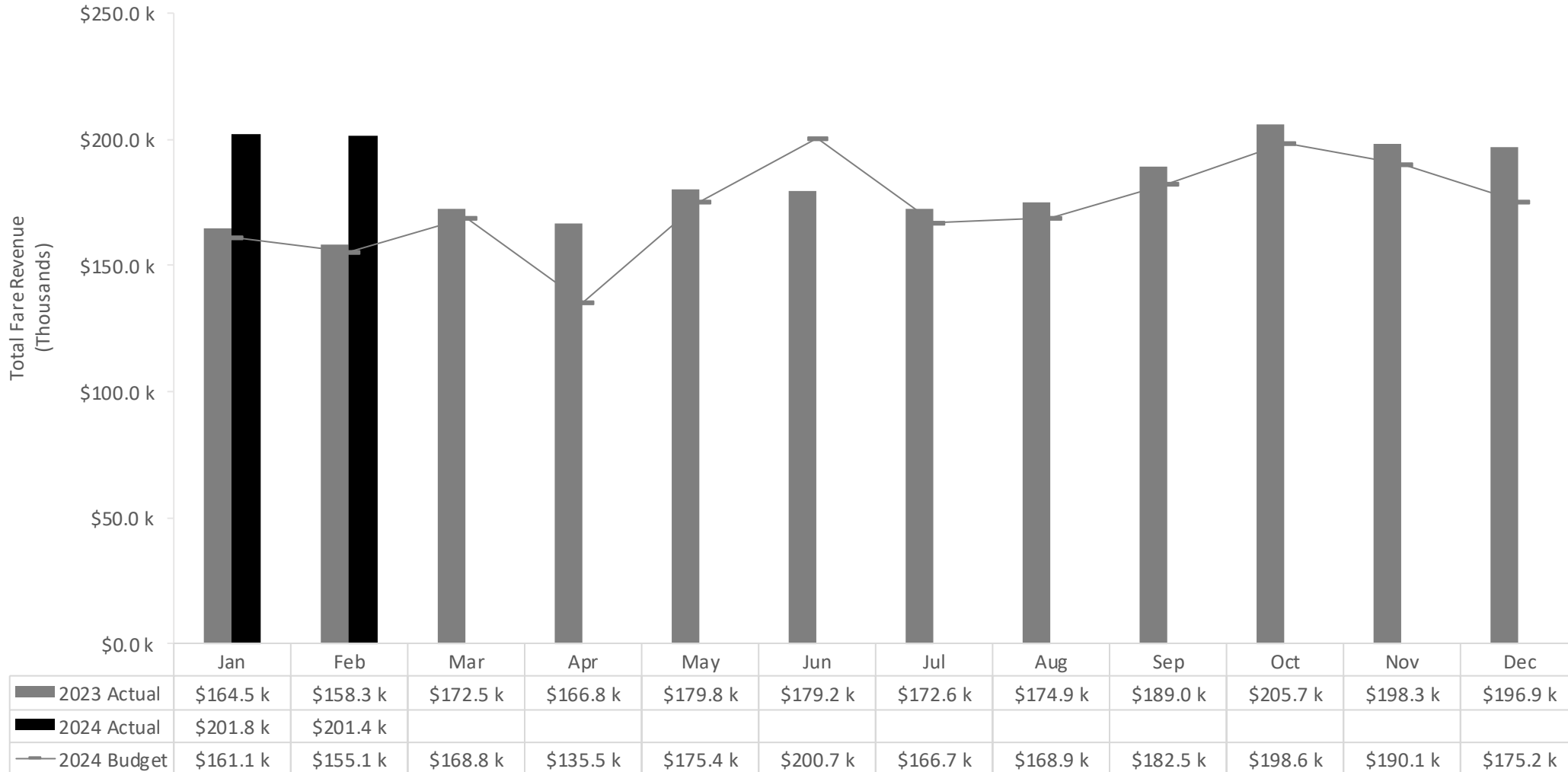
# Para Transpo ridership

2024 Para Transpo Ridership



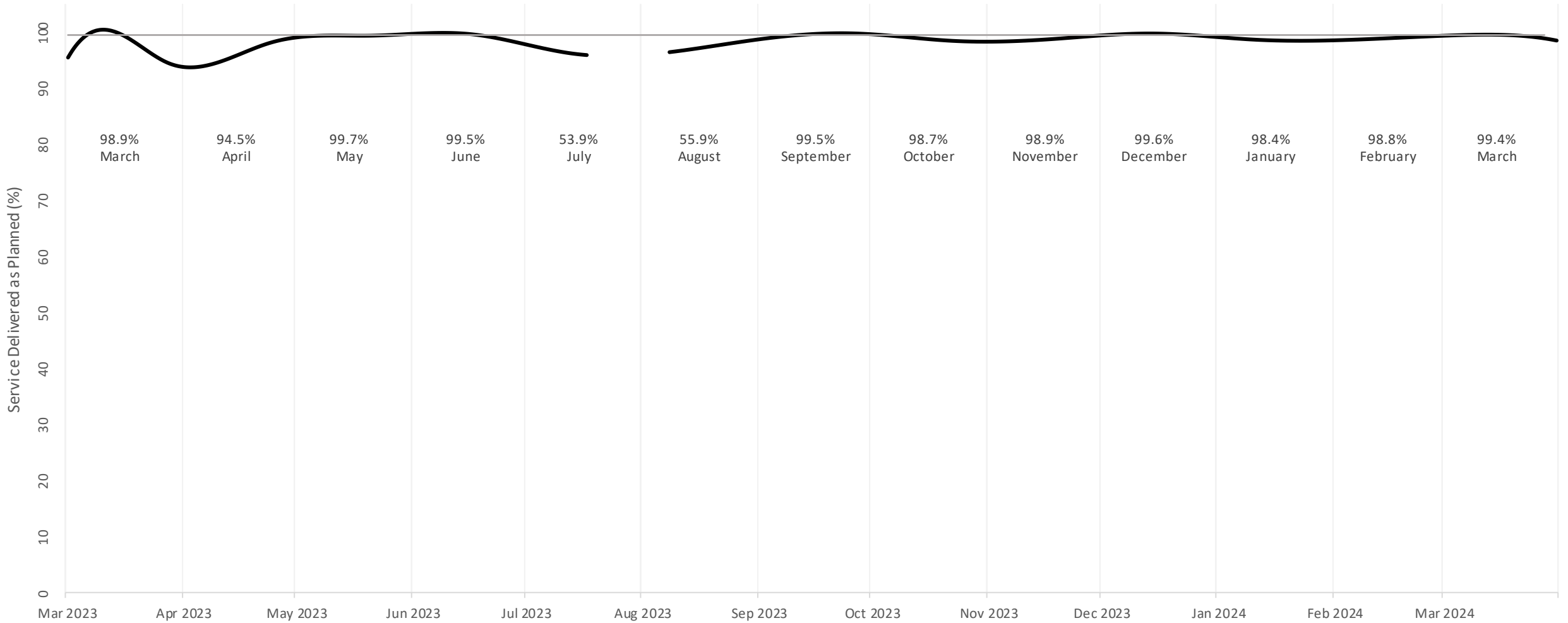
# Para Transpo fare revenue

2024 Para Transpo Fare Revenue



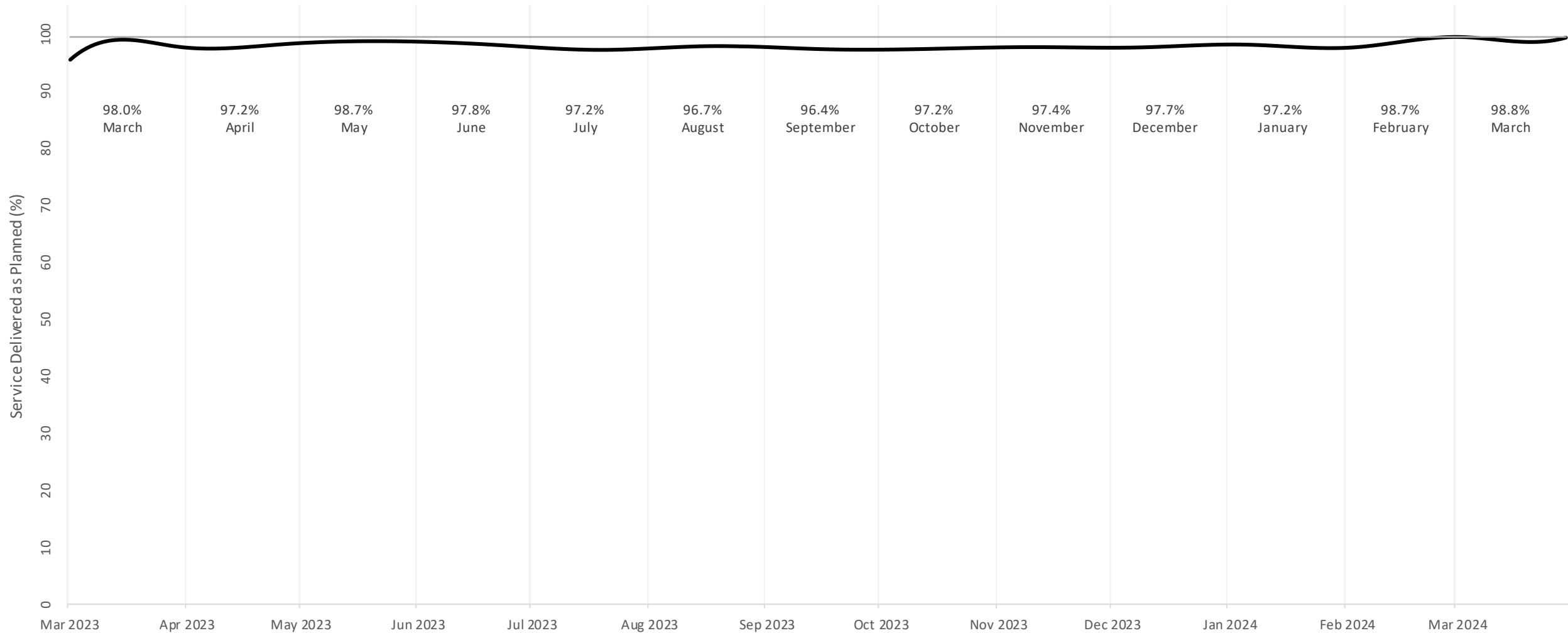
# O-Train Line 1 service delivery

## Rail Service Delivery



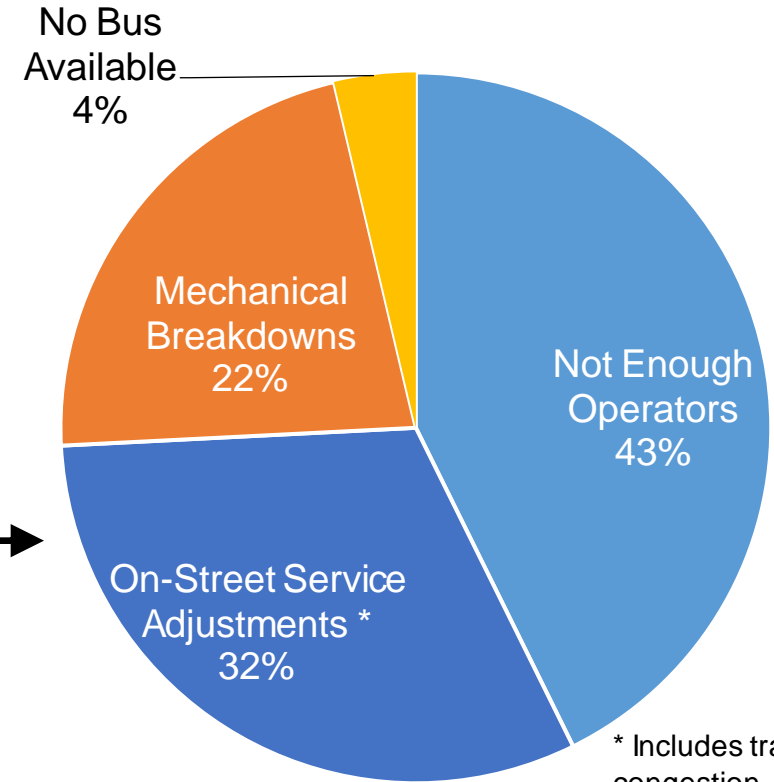
# Conventional bus service delivery

## Bus Service Delivery



# Conventional bus service delivery – March 2024

On an average weekday in March, 104 out of 8,061 scheduled trips were not delivered



\* Includes traffic congestion, disruption due to protests, detours, road closures, on-board incidents, etc.

The below three routes had the most undelivered trips in the month of March 2024.

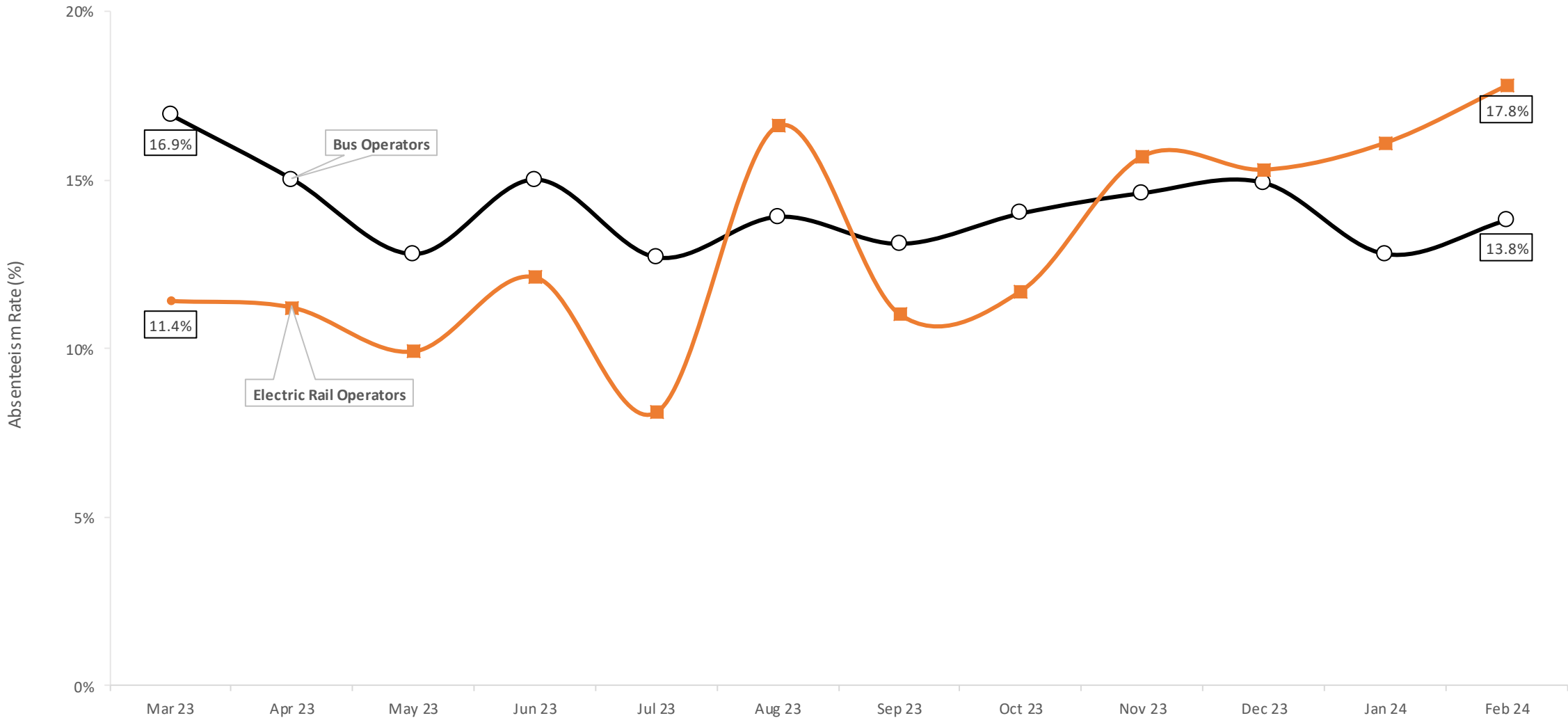
Route	Undelivered trips (full month)	Scheduled trips (full month)	Trips delivered
6	131	4,325	97.0%
O-Train Line 2 Replacement Buses	129	5,280	97.6%
12	110	4,475	97.5%



# Absenteeism

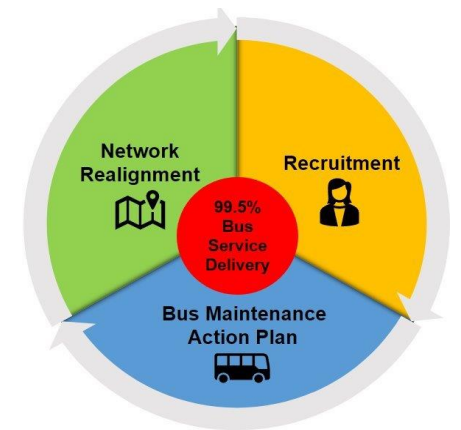
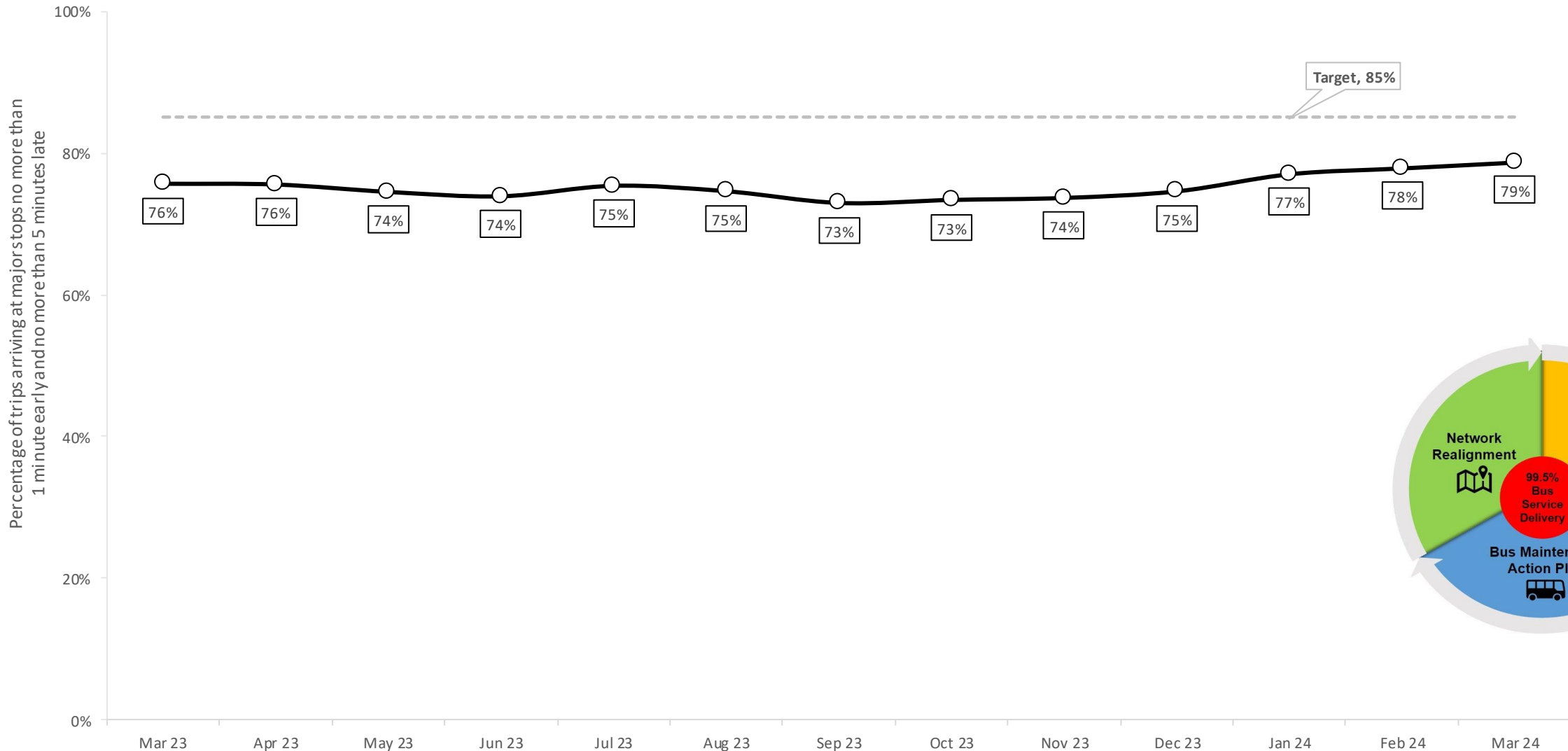
**Bus Operators full year average (2023): 14.7%**  
**Electric Rail Operators full year average (2023): 12.1%**

Operator Absenteeism



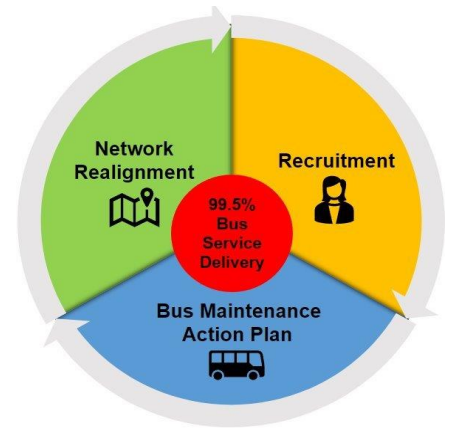
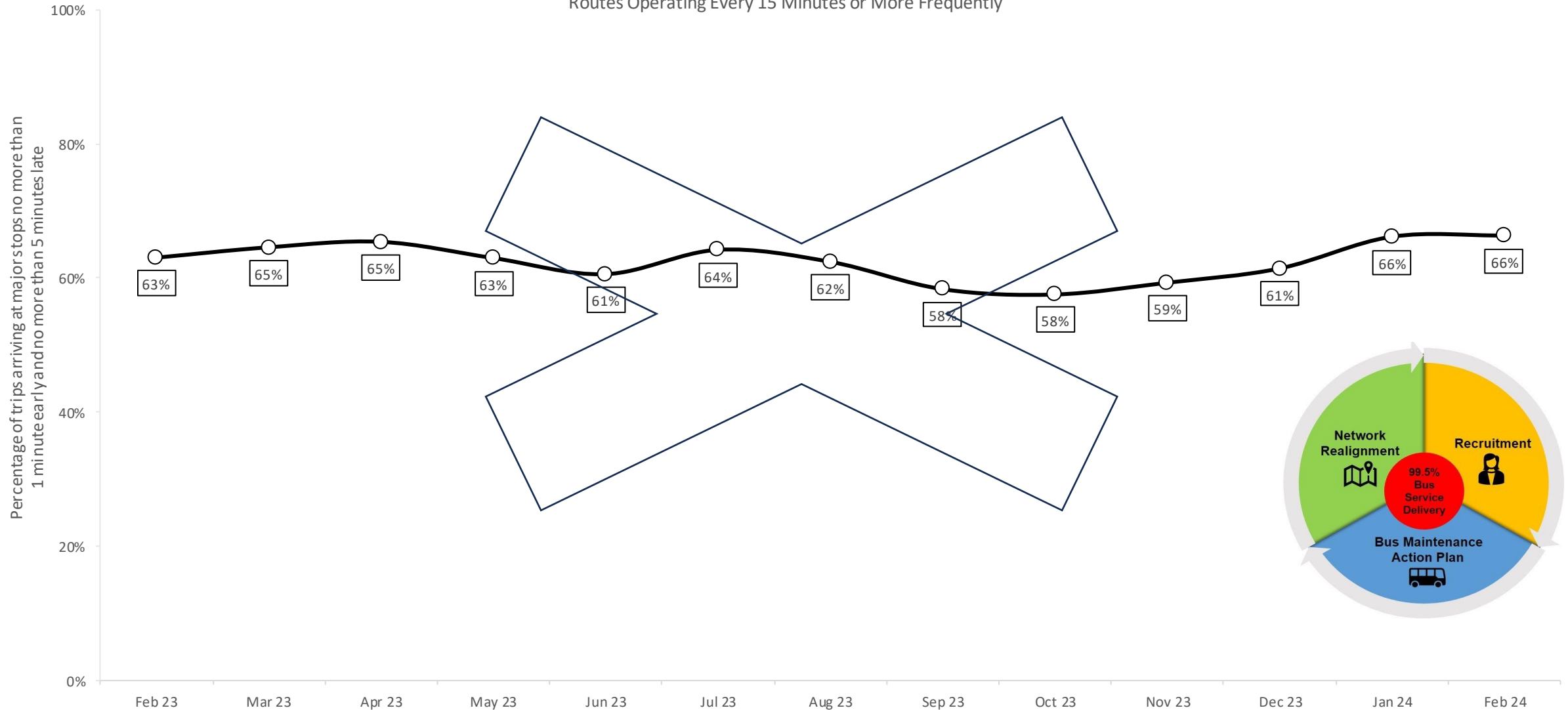
# Conventional bus on-time performance

Conventional Bus On-Time Performance  
Routes Operating Every 16 Minutes or Less Frequently



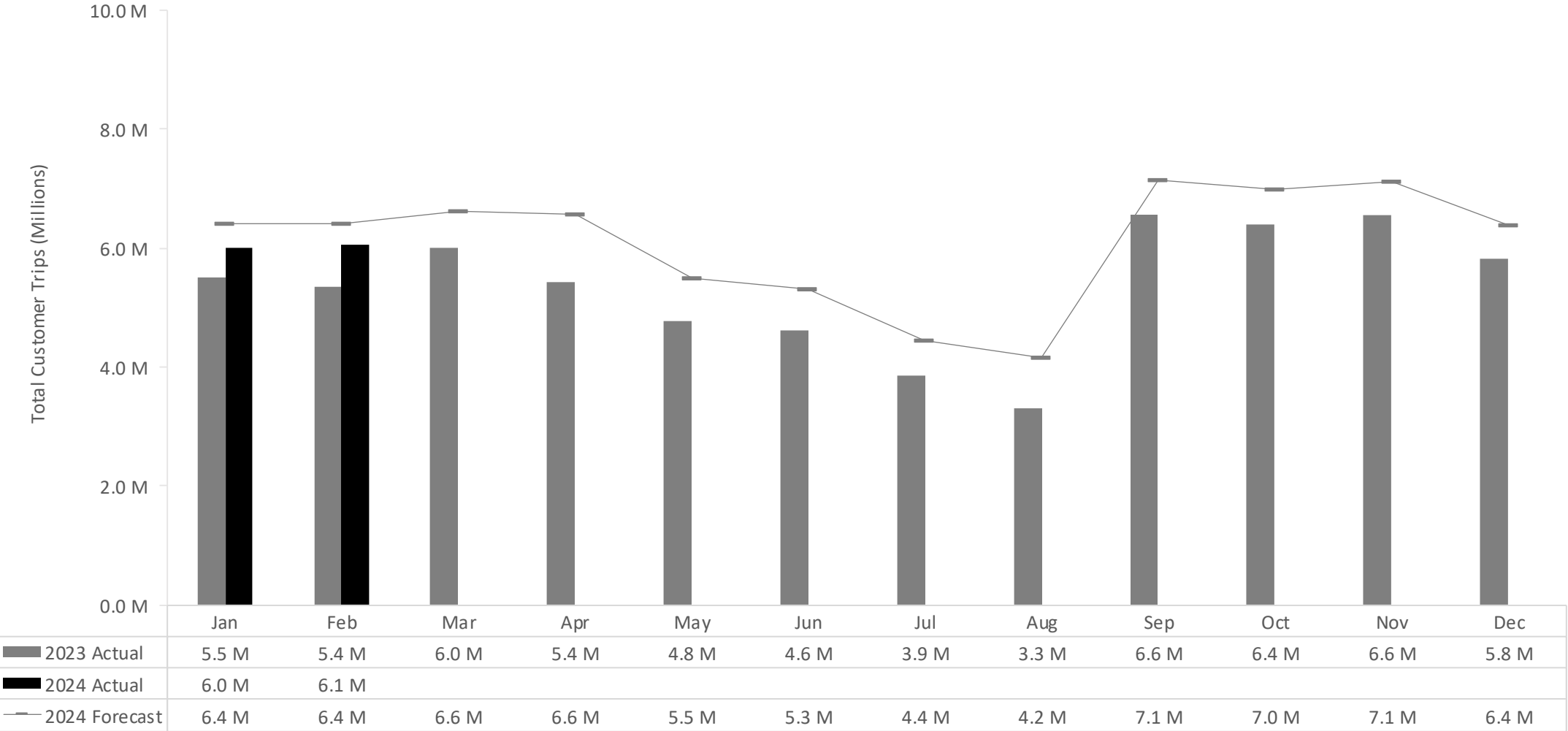
# Conventional bus on-time performance

Conventional Bus On-Time Performance  
Routes Operating Every 15 Minutes or More Frequently



# Ridership: Line 1 and conventional buses

2024 Conventional Bus and O-Train Ridership



# Fare revenue: Line 1 and conventional buses

2024 Conventional Bus and O-Train Fare Revenue



# 2024 Bus Operator Recruitment & Training Plan

	<u>14/15/16-23</u> Dec 11 (Feb 5)	<u>1-24</u> Feb 5 (Mar 26)	<u>2-24</u> Feb 26 (Apr 18)	<u>3-24</u> Mar 18 (May 9)	<u>4-24</u> April 8 (May 29)	<u>5-24</u> April 29 (Jun 19)	<u>6-24</u> May 21 (Jul 11)	<u>7-24</u> June 10 (Jul 31)	<u>8-24</u> July 2 (Aug 22)	<u>9-24</u> July 22 (Sep 12)	<u>10-24</u> Aug 12 (Oct 3)	<u>11-24</u> Sept 3 (Oct 25)	<u>12-24</u> Sept 23 (Nov 15)	<u>13-24</u> Oct 15 (Dec 5)	<u>14-24</u> Nov 4 (Dec 27)	<u>15-24</u> Nov 25 (Jan 17)	Total
<u>Plan</u>																	
Recruits ready for training	60	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	450
NBOT Graduates	42	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	330
<u>Actual</u>																	
Recruits ready for training	59	30	26	24	27												107
Actual NBOT Graduates	38	19	20	23	27												89

Actual and complete  
 In progress

# May 31: Joint TC and LRSC meeting

- Deep dive on O-Train South Extension
- Stage 2 LRT update
- Axle bearings update (RTG sustainable solution)
- Results: fare compliance initiative
- Annual maintenance of O-Train Line 1

**Questions?**

